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EXECUTIVE DIRECTOR

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*Shannon Bowyer Hudson*  
Counsel for ORS

April 2, 2013

**VIA ELECTRONIC FILING**

Jocelyn G. Boyd, Esquire  
Chief Clerk & Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

Re: Russell C. Johnson, Complainant/Petitioner v. Duke Energy Carolinas, LLC,  
Defendant/Respondent  
**Docket No. 2013-90-E**

Dear Ms. Boyd:

The South Carolina Office of Regulatory Staff ("ORS") submits for filing the attached pre-filed direct testimony of Takisha Anderson in the above referenced docket. The customer's account number is redacted from both the testimony and exhibit. ORS also notes that the redacted account number on the exhibit is the same account number redacted in the testimony.

Respectfully submitted,

*Shannon B. Hudson*

Shannon B. Hudson

Enclosures

cc: Russell C. Johnson  
Brian L Franklin, Esquire  
Timika Shafeek-Horton, Esquire

RETURN DATE  
SERVICE

RECEIVED  
APR 02 2013  
PSC SC  
MAIL/DMS

**THE OFFICE OF REGULATORY STAFF**

**DIRECT TESTIMONY**

**OF**

**TAKISHA ANDERSON**

**APRIL 2, 2013**



**DOCKET NO. 2013-90-E**

**COMPLAINT FILED BY MR. RUSSELL C. JOHNSON  
AGAINST DUKE ENERGY CAROLINAS, LLC.**

**TESTIMONY OF TAKISHA ANDERSON**

**FOR**

**THE OFFICE OF REGULATORY STAFF**

**DOCKET NO. 2013-90-E**

**IN RE: COMPLAINT FILED BY RUSSELL C. JOHNSON AGAINST  
DUKE ENERGY CAROLINAS, LLC.**

**Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND  
OCCUPATION.**

**A.** My name is Takisha Anderson. My business address is 1401 Main Street,  
Suite 900, Columbia, South Carolina 29201. I am employed by the State of South  
Carolina as an Investigator in the Consumer Services Department of the Office of  
Regulatory Staff ("ORS").

**Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND AND  
EXPERIENCE.**

**A.** I have a Bachelor's Degree from North Carolina Central University and a  
Master's Degree from Strayer University. I have been an Investigator in the  
ORS's Consumer Service Department since 2010. Prior to 2010, I was employed  
in the private sector in a national account management and sales capacity from  
1997 to 2010.

1 **Q. WHAT ARE YOUR DUTIES AS AN INVESTIGATOR WITH THE**  
2 **OFFICE OF REGULATORY STAFF'S CONSUMER SERVICES**  
3 **DEPARTMENT?**

4 A. I investigate consumer complaints and inquiries and mediate escalated  
5 consumer complaints. I also coordinate meetings with ORS Staff to discuss  
6 consumer related issues. Furthermore, I conduct utility customer relations  
7 compliance reviews and coordinate on-site inspections and tests of the utilities'  
8 equipment.

9 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**  
10 **PROCEEDING?**

11 A. The purpose of my testimony is to provide the results of ORS's  
12 investigation into Mr. Russell Johnson's complaint against Duke Energy  
13 Carolinas, LLC ("Duke Energy").

14 **Q. PLEASE SUMMARIZE THE COMPLAINT ORS RECEIVED FROM MR.**  
15 **RUSSELL JOHNSON AGAINST DUKE ENERGY.**

16 A. ORS was contacted on February 20, 2013 by Mr. Johnson who  
17 complained Duke Energy billed his residential account for an additional charge of  
18 \$1,057.15. Mr. Johnson stated the additional charge of \$1,057.15 was not  
19 incurred by him and he was not responsible for payment of the additional charge.

20 **Q. WHAT ACTION DID ORS TAKE AFTER RECEIVING MR. JOHNSON'S**  
21 **COMPLAINT?**

22 A. It is the practice of the ORS Consumer Services Department to contact the  
23 utility regarding the consumer complaint and request a response from the utility. I

1 contacted Duke Energy and requested a response to Mr. Johnson's complaint  
2 concerning the disputed amount on his residential bill identified as 'Balance From  
3 , in the amount of \$1,057.15'.

4 **Q. WHAT INFORMATION DID DUKE ENERGY PROVIDE ORS?**

5 A. Duke Energy provided ORS with a copy of a final bill dated January 7,  
6 2013 for small general service provided to 7520 Highway 9. The bill provided to  
7 ORS does not contain the city and zip code; however, the bill identifies Mr.  
8 Russell C. Johnson as the account holder. The account number listed on the bill is  
9 and the total amount shown on the final bill is \$1,041.52. (Exhibit  
10 TA-1) A "final bill" is issued in accordance with 10 S.C. Code Ann. Regs 103-  
11 341.3 after a customer notifies the electrical utility of their desire to have service  
12 terminated.

13 According to Duke Energy, Mr. Johnson transferred service from another  
14 address to the 7520 Highway 9 address on August 7, 2012. Subsequently in  
15 January 2013, Mr. Johnson requested Duke Energy terminate service to the small  
16 general service account for 7520 Highway 9. At this time, Mr. Johnson was sent  
17 a final bill dated January 7, 2013, for the 7520 Highway 9 address in the amount  
18 of \$1,041.52. This final bill shows a past due date of January 21, 2013. Based on  
19 Mr. Johnson's nonpayment of the final bill for the 7520 Highway 9 address, Duke  
20 Energy transferred the final charges for account along with a 1.5%  
21 late charge for a total amount of \$1,057.15 to Mr. Johnson's residential account at  
22 987 Echo Ridge Drive, Duncan, SC.

1 **Q. BASED ON YOUR TELEPHONE CONVERSATIONS WITH MR.**  
2 **JOHNSON, WAS MR. JOHNSON AWARE THE BILLING ACCOUNT**  
3 **FOR ADDRESS 7520 HIGHWAY 9 WAS ESTABLISHED IN HIS NAME?**

4 A. Yes. Mr. Johnson indicated he was aware that the account was in his  
5 name.

6 **Q. DID MR. JOHNSON PROVIDE ORS DOCUMENTATION TO SUPPORT**  
7 **THE POSITION THAT MR. JOHNSON SHOULD NOT BE HELD**  
8 **RESPONSIBLE FOR THE ADDITIONAL CHARGE OF \$1,057.15?**

9 A. No. Mr. Johnson did not provide ORS information to support the position  
10 that he is not responsible for payment of the billing account at 7520 Highway 9.

11 **Q. DID DUKE ENERGY OFFER A DEFERRED PAYMENT**  
12 **ARRANGEMENT ("DPP") FOR THE BALANCE TRANSFERRED TO**  
13 **THE RESIDENTIAL ACCOUNT?**

14 A. Yes. Duke Energy advised ORS a deferred payment arrangement ("DPP")  
15 could be offered for the balance owed on the residential account in accordance  
16 with 10 S.C. Ann. Reg. 103-352.c. ORS provided the DPP offer to Mr. Johnson  
17 and he declined the offer.

18 **Q. DID MR. JOHNSON RECEIVE A NOTICE FROM DUKE ENERGY**  
19 **THAT HE WAS SUBJECT TO DISCONNECTION AT HIS RESIDENCE**  
20 **FOR BEING IN ARREARS ON THE 7520 HIGHWAY 9 ACCOUNT**  
21 **BEFORE THE FINAL BILL AMOUNT OF \$1,057.15 WAS**  
22 **TRANSFERRED TO HIS RESIDENTIAL ACCOUNT?**

23 A. No.

1 **Q. DOES ORS HAVE A RECOMMENDATION TO THE COMPANY?**

2 A. Yes.

3  
4 10 S.C. Code Ann. Regs 103-342 provides:

5  
6 Unless otherwise stated, a customer shall be  
7 allowed a reasonable time in which to correct any  
8 discrepancy which may cause discontinued  
9 service. Service may be denied or discontinued  
10 for any of the following reasons:

11 ...  
12 1. The electrical utility may terminate a  
13 customer's service should the customer be in  
14 arrears on an account for service at another  
15 premise.

16  
17 ORS recommends Duke Energy send a notice of disconnection to a customer  
18 before an account balance in arrears from another premise is transferred to the  
19 customer's active account.

20 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

21 A. Yes, this concludes my testimony.



RUSSELL C JOHNSON  
7250 HIGHWAY 9

Account Number

Verification Code

Bill Date

Current Charges Past Due After



6

01/07/2013

01/21/2013

Service from DEC 19 to JAN 04 (16 Days)

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
2,311.32	0.00	377.20	-1,647.00	\$1,041.52

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
790198	0.00	30.27	1		SGS - Small General Service	
				30 KW	Actual Demand	
				30 KW	Billing Demand	
95282	99406	83	1	4,124 KWH	Electricity Usage	347.65
				83 KWH	FL - Flood Lighting	8.20
					Prior Balance Due	2,311.32
					Sales Tax	21.35
					Deposit Refund Applied	-1,647.00
Final Bill Amount Due						\$1,041.52

Electricity Usage	This Month	Last Year
Total KWH	4,207	N/A
Days	16	N/A
AVG KWH per Day	263	N/A
AVG Cost per Day	22.24	N/A

Our records indicate your telephone number is ???-???-???? . If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5% will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090  
DUKE PHONE: 800-653-5307 www.duke-energy.com